

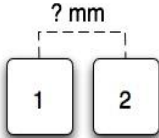
Operational Matrices for Reporting on Accessibility Features for Telephone Equipment Industry Guideline (G627:2011)

These matrices can be used for the purpose specified in G627:2011

MATRIX FOR FIXED LINE HANDSETS

Manufacturer/Importer:	Product type:
Product Brand(s):	
Model(s) (range/product family):	
Website and/or contact details for the product:	Date completed: (DD/MM/YY)

ACCESSIBILITY FEATURE	REQUIREMENTS - DESCRIPTION	VALUE
Handset/Hardware Information		
Key identification	Are individual keys easily discernible to the user Give examples – e.g. → phone where all keys are touch-sensitive keypad should say 'NO'. → phone with some keys easily discernible, but not all keys easily discernible, should say 'NO'.	Yes / No

ACCESSIBILITY FEATURE	REQUIREMENTS - DESCRIPTION	VALUE
Key centre point distance	<p>What is the distance from the centre point of one number key to another</p>  <p>Horizontal distance between key centres may be different o vertical distance between key centres. The answer “?mm” to be given here should be the smaller of the two measurements.</p>	_____ mm
Distance between keys	What is the distance between the edge of one number key to another	_____ mm
Caller ID screen	Screen is caller ID capable	Yes / No
Mobility/Dexterity features		
Handset weight	Handset weight including batterygrams
Easy Battery Placement	Is battery clearly marked for proper orientation and placement	Yes / No
Wall mounting capable	The phone can be mounted on a wall <i>Can add if wall mounting directly to a standard Telstra wall mount plate.</i>	Yes / No
	If 'Yes', is the accessory to mount the phone included	Yes / No
Dial-out buffer memory	Number to be called can be entered and checked on the display before sending	Yes / No
Keypad separate from handset	Keypad provided is separate from handset on a base unit or on a plug-in option	Yes / No
Speaker-phone capable	Hands free operation during dialling and after call initiated	Yes / No
	If 'Yes' does the phone have full duplex speaker phone capability	Yes / No
Guarded/recessed keys	Individual keys are recessed or guarded in some way to reduce the chance that you will press the wrong key	Yes / No
Short Messaging Service (SMS) capable	Messages can be read, composed and sent using the phone's screen and or keypad	Yes / No

ACCESSIBILITY FEATURE	REQUIREMENTS - DESCRIPTION	VALUE
Predictive text sending	Phone predicts a whole word from the first few letters of the word being typed using an inbuilt dictionary (for SMS/MMS use)	Yes / No
Handset alert	Phone provides an audible alert when handset not replaced correctly	Yes / No
	Phone provides a visual alert when handset not replaced correctly	Yes / No
Handset - connection	Alternative headset can be connected in lieu of handset <i>What is the difference between this question and the question immediately below?</i>	Yes / No
	Can the handset be disconnected and replaced with a headset <i>What is the difference between this question and the question immediately above?</i>	Yes / No
Port for additional earphone/headset	This facility enables an additional earphone to be plugged in so both ears can be used to listen or another person can listen and assist with a call. It also enables a headset to be installed for hands-free use.	Yes / No
Coupling to a device	To allow people to use computers as text terminals. Also allows customised devices to work with the phone. Device can be connected to the phone by using:	
	<ul style="list-style-type: none"> cable (an electrical wire) 	Yes / No
	<ul style="list-style-type: none"> infrared signal (which travels through the air like a radio wave but cannot pass through walls or other solid objects) 	Yes / No
	<ul style="list-style-type: none"> Bluetooth/wireless LAN (radio signals which travel through the air and may also be able to pass through walls or other solid objects) 	Yes / No
	<ul style="list-style-type: none"> other connections than those described above (please describe): 	Yes / No
Vision features		
Standard key number layouts	The number keys are laid out in the standard way with 1 2 3 at the top and * 0 # at the bottom	Yes / No
Key feedback - tactile	When you press a key you can feel a physical click, so you know it has been pressed	Yes / No
Key feedback - audible	When you press a key it makes a sound, so you know it has been pressed	Yes / No

ACCESSIBILITY FEATURE	REQUIREMENTS - DESCRIPTION	VALUE
Audible identification of keys - spoken	When you press a number key the number is spoken out, so you know you have pressed the correct one	Yes / No
Audible identification of keys - function	The sounds you hear when you press a key are different for number keys and function keys, so you can easily tell them apart	Yes / No
Adjustable font - style	You can change the font (typeface) used for the text on the display, which may make it easier to read	Yes / No
Adjustable font - size	You can make the text on the display larger or smaller to make it easier to read	
Display characteristics - Adjustable Contrast Control	You can adjust the contrast of the display to make text and symbols easier to see against the background	Yes / No
Display characteristics - Adjustable Brightness Control	You can adjust the brightness of the display to make it easier to read	Yes / No
Display characteristics - Main Display Size	Size of the main display	___ X ___ mm
Display characteristics - Backlight for Display	The display lights up to make it easier to read in the dark	Yes / No
Display characteristics - Colour Differentiation	The information presented on the display does not rely on colour perception for understanding (e.g. you do not have to be able to distinguish red symbols from green symbols)	Yes / No
Voice output of Caller ID - inbuilt	Can read text messages out loud to you	Yes/ No
Hearing features		
Key feedback - displayed	Number being dialled is displayed on the screen	Yes / No
Ringer volume adjustable	Adjustment of the ringing volume is possible	Yes / No
Ringer volume loudness	Extra loud capability or special purpose capability	Yes / No

ACCESSIBILITY FEATURE	REQUIREMENTS - DESCRIPTION	VALUE
Text display - visual	<p>Visual display of incoming text is provided</p> <p>This needs clarification:</p> <ul style="list-style-type: none"> – Is SMS considered to be “incoming text”? – Is a modem device capable of transmitting/Receiving modem standards such as (say) V21 300Bits/S considered to be “incoming text”? – Is CND considered to be “incoming text”? – Is TTY considered to be “incoming text”? – yes of course (I think), but should the TTY standards be specified that the TTY is capable of? (e.g. Baudot 50 Baud, V18 etc). 	Yes / No
Tactile ringing signal	Vibrating indication is provided when the phone rings	Yes / No
Vibrating alert	Compatible with a separate vibrating alert facility	Yes / No
Visual ringing signal	<p>Light source is provided to indicate when the phone rings</p> <p>This needs clarification:</p> <p>Is this question referring only to a <u>large</u> light-emitting source (e.g. a set of bright LEDs on the phone that light up brightly when the phone rings)?</p> <p>Or is this question referring to <u>any</u> visual ring indication, such as:</p> <ul style="list-style-type: none"> ➔ A small LCD icon flashing on a cordless phone handset display? ➔ A small LCD icon flashing on a cordless phone handset display, combined with the Handset/Display backlight turning on? ➔ A small, single flashing LED on the Base Unit of a cordless phone? ➔ etc 	Yes / No

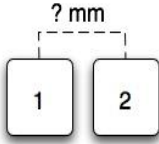
ACCESSIBILITY FEATURE	REQUIREMENTS - DESCRIPTION	VALUE
Visual line status display	<p>Visual display of the line status (i.e. on-line)</p> <p><i>This needs clarification:</i></p> <ul style="list-style-type: none"> ➔ Is this question asking if a particular telephone device can give the user a visual signal that that particular device <u>itself</u> is currently using the phone line? For example, multiple-handset DECT cordless phones often show a small icon LCD symbol on ALL of the DECT Handsets in the group, to indicate that one handset is using the phone line. ➔ Or is this question referring to a feature whereby the telephone device can detect that another <u>completely separate device</u> (e.g. a fax, or modem, or cordless telephone etc) is currently using the telephone line? 	Yes / No
Microphone amplification	Adjustable volume control of microphone to amplify outgoing speech <i>Should we specify TX volume in dB above ACMA nominal SLR??</i>	Yes / No
	Setting 'Retains' or 'Resets' to default after each call	Retains / Resets
Headset – plug type	The type of plug a headset will need to have so that it can be connected to the phone	2.5 / 3.5 / USB / Modular style plug / proprietary / No
Hearing aid compatibility	When used with a hearing aid set to the 'T' position, the sound is clearer	Yes / No
Ring tone variations	Possibility to assign different ring tones to different stored numbers	Yes / No
Ring tone selection	Select alternate ring tones	Yes / No
Able to download ring tone	<i>Should this be re-worded to ask if the user can program their own Ring Tone into the phone (sourcing the Ring Tone from anywhere they like, including download from the internet)</i>	Yes / No
Receiver voice volume	Adjustable volume control of receiver voice volume	Yes / No
	Setting 'Retains' or 'Resets' to default after each call	Retains / Resets

ACCESSIBILITY FEATURE	REQUIREMENTS - DESCRIPTION	VALUE
	<p>If values are available, what are the maximum and minimum receiver volume levels</p> <p><i>This needs clarification:</i></p> <p>➔ <i>Is the min/max that should be specified here referring to dB above/below ACMA nominal RLR??</i></p>	<p>.....dB (min)</p> <p>.....dB (max)</p>
Adjustable receive audio tone control		Yes / No
ADDITIONAL FEATURES & CHARACTERISTICS		
OPTIONAL FEATURES & ACCESSORIES		

MATRIX FOR MOBILE HANDSETS

Where an accessibility feature has further technical information for suppliers, the information is provided as notes at the end of the 'Matrix for mobile handsets' table.

Manufacturer/Importer:	
Product Brand(s):	
Model(s) (range/product family):	
Website and/or contact details for the product:	Date completed: (DD/MM/YY)

ACCESSIBILITY FEATURE	REQUIREMENTS - DESCRIPTION	VALUE
Handset/Hardware information		
Touch screen	Does the device have a touch screen (Note 1)	Yes / No
	If the device has a touchscreen, is it capacitive (sometimes referred to as heat activated) (Note 2)	Yes / No
Key identification	Are individual keys easily discernible to the user	Yes / No
	How are the keys discernible - separate keys, use of ridges to define (Note 3)	
Key centre point distance	<p>What is the distance from the centre point of one number key to another</p> 	_____ mm

ACCESSIBILITY FEATURE	REQUIREMENTS - DESCRIPTION	VALUE
Keyboard layout	The keypad is laid out like a QWERTY typewriter keyboard	Yes / No
Lanyard pin for key ring or lanyard strap	Has a small bar allowing a key ring or neck strap (lanyard) to be attached	Yes / No
Differentiation of function keys	The number keys have a different colour or shape from the other keys, making them easier to tell apart by touch or by sight	Yes / No
Shape of device	A. Clam Shell / Flip Phone B. Candy Bar / Stick C. Slide D. Swivel E. Touchscreen F. Smart Phone G. Other	A, B, C, D, E, F or G
Operating system	The operating system and version used by this phone (Note 4)	System and version
Anti-slip features	Has a non-slip coating or ridges to prevent it slipping out of your hand	Yes / No
Mobility/Dexterity features		
Handset weight	Handset weight including battery (Note 5)grams
Easy Battery Placement	Is battery clearly marked for proper orientation and placement	Yes / No
Speaker-phone capable	Hands free operation during dialling and after call initiated	Yes / No
Guarded/recessed keys	Individual keys are recessed or guarded in some way to reduce the chance that you will press the wrong key	Yes / No
Coupling to a device	To allow people to use computers as text terminals. Also allows customised devices to work with the phone. Device can be connected to the phone by using:	
	<ul style="list-style-type: none"> cable (an electrical wire) 	Yes / No

ACCESSIBILITY FEATURE	REQUIREMENTS - DESCRIPTION	VALUE
	<ul style="list-style-type: none"> infrared signal (which travels through the air like a radio wave but cannot pass through walls or other solid objects) 	Yes / No
	<ul style="list-style-type: none"> Bluetooth/wireless LAN (radio signals which travel through the air and may also be able to pass through walls or other solid objects) 	Yes / No
	<ul style="list-style-type: none"> other connections than those described above (please describe): 	Yes / No
Flat back for table top operation	Has a flat back, so it can be used while it is lying on a table	Yes / No
Any key answering	The user can answer the call by pressing any key	Yes / No
Hand movement	Some controls require you to pinch or twist them with your fingers, or rotate your wrist	Yes / No
Voice recognition for dialling	Allows you to dial a number by speaking the person's name, if it is stored in your contact list (a personal 'telephone book' you create in your phone)	Yes / No
Voice recognition for accessing features	Allows you to activate features by speaking commands into the phone, reducing the need to use the keypad	Yes / No
Automatic answering	Enables the phone to pick up a call automatically after a designated number of rings	Yes / No
Vision features		
Tactile key markers – '5'	The number '5' key has a raised dot or bump on it so you can distinguish it by touch (required for all Customer Equipment sold in Australia)	Yes / No
Tactile key markers – 'F' and 'J'	The 'F' and 'J' keys have raised dots or bumps on them so you can distinguish them by touch (only relevant for phones that have a QWERTY typewriter-style keypad)	Yes / No
Standard number key layouts	The number keys are laid out in the standard way with 1 2 3 at the top and * 0 # at the bottom	Yes / No
Key feedback - tactile	When you press a key you can feel a physical click, so you know it has been pressed	Yes / No
Key feedback - audible	When you press a key it makes a sound, so you know it has been pressed	Yes / No
Audible identification of keys - spoken	When you press a number key the number is spoken out, so you know you have pressed the correct one	Yes / No

ACCESSIBILITY FEATURE	REQUIREMENTS - DESCRIPTION	VALUE
Audible identification of keys - functions	The sounds you hear when you press a key are different for number keys and function keys, so you can easily tell them apart	Yes / No
Adjustable font - style	You can change the font (typeface) used for the text on the display, which may make it easier to read	Yes/ No
Adjustable font - size	You can make the text on the display larger or smaller to make it easier to read	Yes/ No
Personalised shortcuts	You can assign a particular feature to a single key or a short key sequence	Yes/ No
Display characteristics - Adjustable Contrast Control	You can adjust the contrast of the display to make text and symbols easier to see against the background	Yes / No
Display characteristics - Adjustable Brightness Control	You can adjust the brightness of the display to make it easier to read	Yes / No
Display characteristics - Main Display Size	Size of the main display	___ X ___ mm
Display characteristics - Main Display Resolution	The number of dots (called pixels) used to display text and images on the main display. More dots mean more detail.	___ X ___
Display characteristics - Backlight for Display	The display lights up to make it easier to read in the dark	Yes / No
Display characteristics - Colour Differentiation	The information presented on the display does not rely on colour perception for understanding (e.g. you do not have to be able to distinguish red symbols from green symbols)	Yes / No
Display characteristics - Symbols/Icons	Menus can be displayed using symbols or pictures in a grid layout. This can make them easier for some people to understand or remember	Yes / No
Display characteristics - Screen Flicker	The main display does not flicker at a rate that could cause problems for people with photo-epilepsy (between 2 Hz and 60 Hz)	Yes / No
Voice output of caller ID from contacts list	When you receive a call, it speaks the caller's name if it is stored in your contact	Yes / No
Voice output of SMS: inbuilt	Can read text messages out loud to you	Yes/ No

ACCESSIBILITY FEATURE	REQUIREMENTS - DESCRIPTION	VALUE
Voiced menus	Speaks the menu options, allowing you to access functions even if you cannot read the display	Yes/ No
Ring tone variations	You can set it to use different ring tones for different people when they call you (Note 6)	Yes / No
Alternative format user manual	The user manual is available in alternative formats such as accessible online (Note 7)	Yes / No
Hearing Features		
Vibrating alert	The phone can be set to vibrate when it receives a call or text message or when it gives a warning alert	Yes / No
Visual alerts - Incoming calls	When a call or text message comes in, it displays a visual alert, such as the caller's name or photo if it is stored in your contact list	Yes / No
Two-way video communications – using mobile networks	Allows you to make video calls in which you can see the other person and they can see you using your mobile network	Yes / No
Two-way video communications – using wireless LAN networks	Allows you to make video calls in which you can see the other person and they can see you using your wireless LAN network	Yes / No
Headset – plug type	The type of plug a headset will need to have so that it can be connected to the phone (Note 8)	2.5 / 3.5 / USB / proprietary / No
Hearing aid compatibility	When used with a hearing aid set to the 'T' position, the sound is clearer	Yes / No
Messaging Options - MMS	Allows you to send and receive multimedia messages, which can include photographs, audio and video clips	Yes / No
SMS personalisation and reuse	Allows you to create standard text messages that you can quickly send to anyone without having to retype them each time. For example, "I'm in a meeting, I'll call you back"	Yes / No
Messaging options - Email	Allows you to send and receive email messages	Yes / No
Internet capability	You can use the phone to browse websites and use other internet-based services (Note 9)	Yes / No

ACCESSIBILITY FEATURE	REQUIREMENTS - DESCRIPTION	VALUE
ADDITIONAL FEATURES & CHARACTERISTICS		
OPTIONAL FEATURES & ACCESSORIES		

Technical notes for suppliers:

- 1 **Touch Screen:** Does the device have either a resistive or capacitive touchscreen.
- 2 **Touch Screen:** If the device has either a resistive or capacitive touchscreen, state whether the touchscreen is capacitive.
- 3 **Key Identification:** If the individual keys are easily discernible to the user, state how the keys are discernible to the user - either through the use of: (1) separate keys; (2) use of ridges to define; or (3) other.
- 4 **Operating System:** State the operating system installed in the product.
- 5 **Handset weight:** State the weight of the handset with the battery in place in the unit.
- 6 **Ring Tone Variations:** Can the user assign specific ring tones to different stored numbers.
- 7 **Alternative format User Manual:** State whether the User Manual is available in alternative formats.
- 8 **Headset - plug type:** If the phone has a physical connection for a handsfree headset (of any kind), state whether the device has a 2.5mm, 3.5mm, USB or proprietary connection.
- 9 **Internet Capability:** Is the device capable of accessing the internet.